C✹MPASS Frequently Asked Questions

COMPASS is a comprehensive overhaul of the way FMCSA collects, manages, and conveys safety information.

1. **What is COMPASS?**

2. **Why are we doing this?**

3. **Why should I care?**

4. **What is covered under COMPASS?**

5. **What COMPASS initiatives are currently under way?**

6. **When will COMPASS occur?**

7. **Who is working on COMPASS?**

8. **How does COMPASS relate to CSA 2010?**

9. **What will happen to our existing systems, like MCMIS and ASPEN?**

1. What is COMPASS?

COMPASS is FMCSA's Agency-wide initiative to improve its business processes; integrate them with the Agency's information systems; and make them more seamless, secure, and supportive of the Agency's mission of saving lives in the years to come. COMPASS is about more than the technology itself—it's about enhancing the effectiveness of the people using the technology.

2. Why are we doing this?

The number of trucks and buses on the nation's highways has been increasing every year, putting greater demands on FMCSA's operations, systems, and staff. COMPASS is FMCSA's way of addressing the challenges brought on by this growth and making the best use of new technologies to improve the effectiveness of our activities.

Necessity is clearly a driver. FMCSA's 21 information systems are currently working; however, having this many stand-alone systems has led to data quality concerns, a need for excessive IDs and passwords, and significant operation and maintenance costs.

Integrating our information technologies with our business processes will, in turn, improve our operations considerably, particularly in terms of data quality, ease of use, and reduction of maintenance costs.

3. Why should I care?

There will be real benefits as COMPASS is implemented over the coming years, which include:

- Reducing the number of user IDs and passwords required to access FMCSA systems
- Improving data quality by having one data source
- Simplifying access to FMCSA registration, regulatory, and safety information
- Introducing a more efficient way of conducting work activities and enhancing information reporting capabilities

Eventually, all FMCSA staff and State partners will have access to the COMPASS Web portal, which is a starting point for users to access information via the Web. Having one access point will significantly reduce your IDs and passwords. When the portal is fully implemented, there will be one place to go to enter and retrieve data, and the current FMCSA information systems will be retired.

For the Pilot being launched in July 2006, FMCSA staff who perform the function of assigning Compliance Reviews will use a Web portal to access the range of information required to support that function. In addition, industry customers (such as carriers and hazardous materials shippers) will be given access to the portal to view and analyze safety and operational data; and they will be able to dispute data items, as needed, through a direct link to the DataQs system (without an additional log-in required).

As COMPASS moves forward with each release, more and more stakeholders will be affected. COMPASS will continue to communicate the upcoming changes as they become closer to reality.

4. What is covered under COMPASS?

COMPASS is a program that will transform all of FMCSA's information technologies and applications, along with many of the business processes that intersect with those technologies. Specific systems that will be retired upon completion of the COMPASS program include:

Systems to be retired under COMPASS:

A&I	ASPEN	CAPRI
CaseRite	CDLIS-SCT	DataQ
EDMS	EMIS	GOTHAM
HMPIP Central	ISS	L&I
MCMIS	PIQ	ProVu
Query Central	SAFER/PRISM	SAFETYNET
UFA		

FMCSA Web sites are also covered under COMPASS. However, Government-wide applications like GovTrip, and administrative, human resources, grant, and payroll applications are outside the scope of the COMPASS program.

5. What COMPASS initiatives are currently under way?

Currently, COMPASS is working on the following initiatives:

COMPASS Portal

Beginning with a Pilot in the summer of 2006, COMPASS will be launching its initial portal, which will provide FMCSA staff performing the function of assigning Compliance Reviews, and industry customers, customized access to a selection of key functions from a single screen. With the launch of Release 1 in late 2006, FMCSA staff will be able to use the portal to assign Compliance Reviews and Safety Audits to carriers, and perform other actions, as will State partners who perform such functions. Industry customers will be able to use the portal to view a compilation of their own safety and operational data from a single screen and to dispute that data if desired.

Roadside Connectivity Improvements

COMPASS is currently testing technologies that aim to provide improved roadside connections to FMCSA systems for Enforcement staff, particularly for State partner staff. The goals of this initiative are to reduce inspection upload time, increase the "Out of Service" capture rate, provide validation of carrier Operating Authority and insurance status, and allow for easier matching of vehicles and drivers to carriers during roadside inspections.

Call Center Functionality

COMPASS is currently evaluating the way the Agency handles inquiries, and is developing alternatives for an Agency-wide call center approach to improve communication with State partners and customers, and reduce costs.

Registration, Licensing, and Insurance Process Redesign

COMPASS aims to improve communication with carriers about obtaining and maintaining USDOT Numbers and Operating Authority, and to redesign the process to improve the application experience for carriers, while enhancing data quality. Other anticipated benefits include increased compliance, reduced burden on office employees, and improved customer satisfaction.

Household Goods (HHG) Program Enhancements

This effort will establish uniform processes for assigning and reviewing investigations of movers, standardization of processes for dealing with HHG issues between HQ and the Field, and provide tools for managers to better measure the program's effectiveness. Anticipated benefits include improved communication, identification, and timely investigation of non-compliant carriers, as well as timelier reporting.

6. When will COMPASS occur?

Building on foundation work and the gathering of requirements performed in 2005, the COMPASS Pilot will be deployed in the summer of 2006 to a limited group of FMCSA staff who perform the Federal Program Manager functions, and to a limited group of industry customers, followed by wider availability later in the calendar year. There are 15 releases currently planned over the next few years, which will eventually involve the replacement of all FMCSA legacy safety systems. Additional business improvement initiatives and other activities may be undertaken in support of the 15 planned system releases.

7. Who is working on COMPASS?

The design and delivery of COMPASS is organized under the Office of Research and Information Technology (MC-R), led by Terry Shelton, Associate Administrator for Research and Information Technology and Chief Information Officer; with involvement and support from the Office of Enforcement and Program Delivery. The program is led by Jeff Hall, the COMPASS Program Manager for the IT Development Division. The program's activities are driven by input from Field

and Enforcement staff about their information needs and the business processes involved in doing their jobs on a daily basis.

8. How does COMPASS relate to CSA 2010?

COMPASS and the Comprehensive Safety Analysis 2010 (CSA 2010) initiatives are largely complementary. CSA 2010 is ultimately focused on increasing the effectiveness of motor carrier safety programs, while COMPASS is focused on improving FMCSA's business processes and integrating those improved processes with the Agency's information systems. There is close collaboration between the two programs, including the mutual involvement of key staff in planning and decision making, and the clear acknowledgement of CSA 2010 priorities in the design and development of COMPASS.

9. What will happen to our existing systems, like MCMIS and ASPEN?

As COMPASS unfolds, FMCSA's existing information systems, like MCMIS, L&I, ASPEN, and EMIS, will be integrated to provide easier access to Agency safety data. Until they are integrated, these systems will remain accessible, though perhaps through interfaces that are different than what we have today. FMCSA staff and State partners will be kept informed of any upcoming changes.